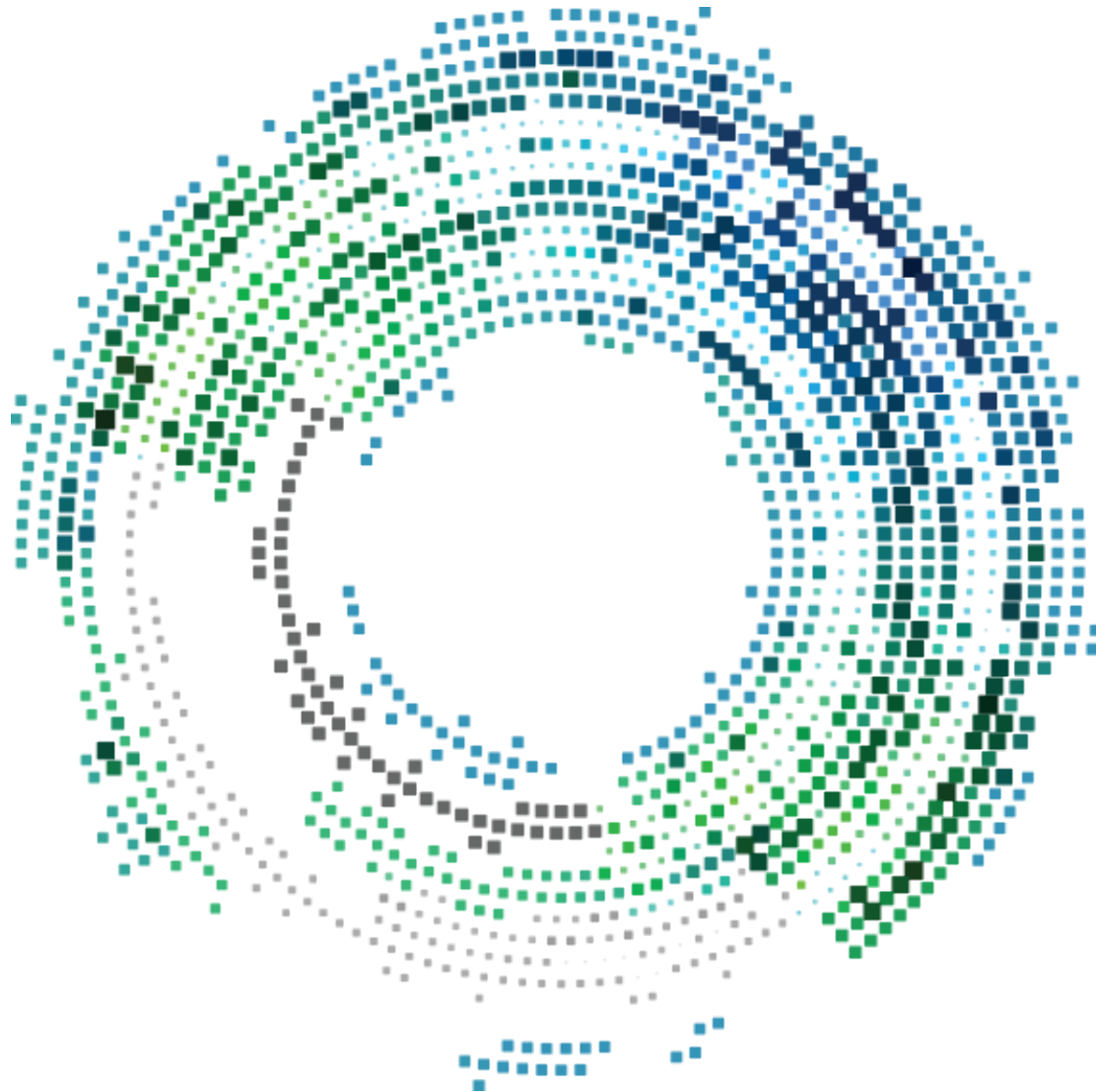




Being Digital

Towards People-Driven Approaches

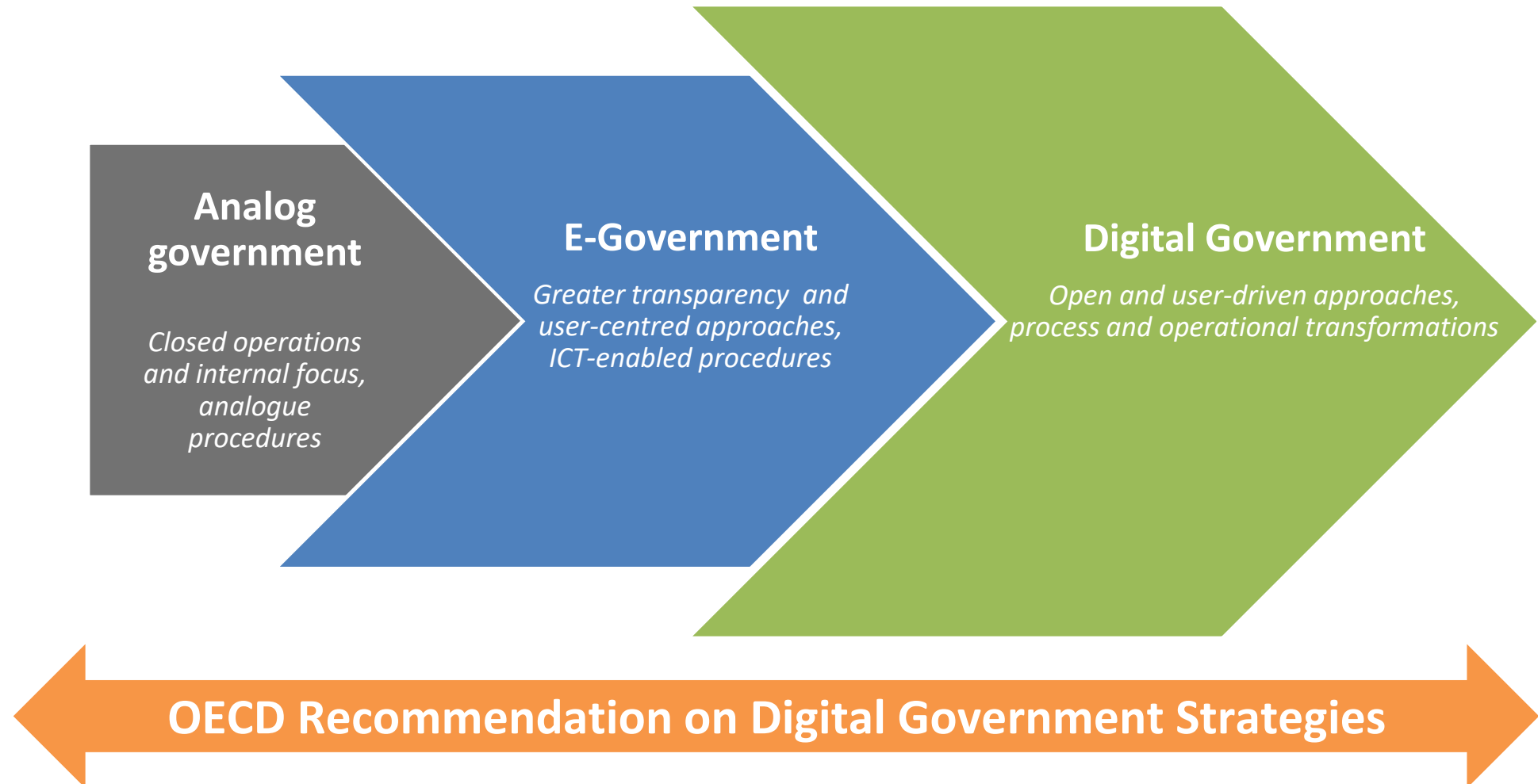
João Ricardo Vasconcelos
Digital Government and Data Unit
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Public Governance Directorate



Government's use of **digital technologies, digital practices and data** are critical in helping countries take actions to **improve people's lives**, across the whole of society.

Digital Transformation of the Public Sector

Digital governments for digital economies and societies



The world is going digital and it needs a digital government



Digital government maturity?



- Is the product of **hard work**: it doesn't happen overnight
- Is a question of changing the **culture** of government
- Technology enables but is not the solution
- **Virtuous circle** between governance, strategy, data and enablers
- Recognises the importance of **learning** and iterating

Measuring digital government maturity



- The **OECD Digital Government Index**

- Six dimensions to characterise and benchmark the transition to mature digital governments



- Leading countries have a balanced development across the dimensions

- Emphasis on *foundational* rather than *transformational* dimensions across the 33 countries assessed

- Within the foundations, *Data-driven public sector* remains as key challenge for most administrations

- Limited number of countries with dedicated public sector data policies and leadership roles across digital government initiatives

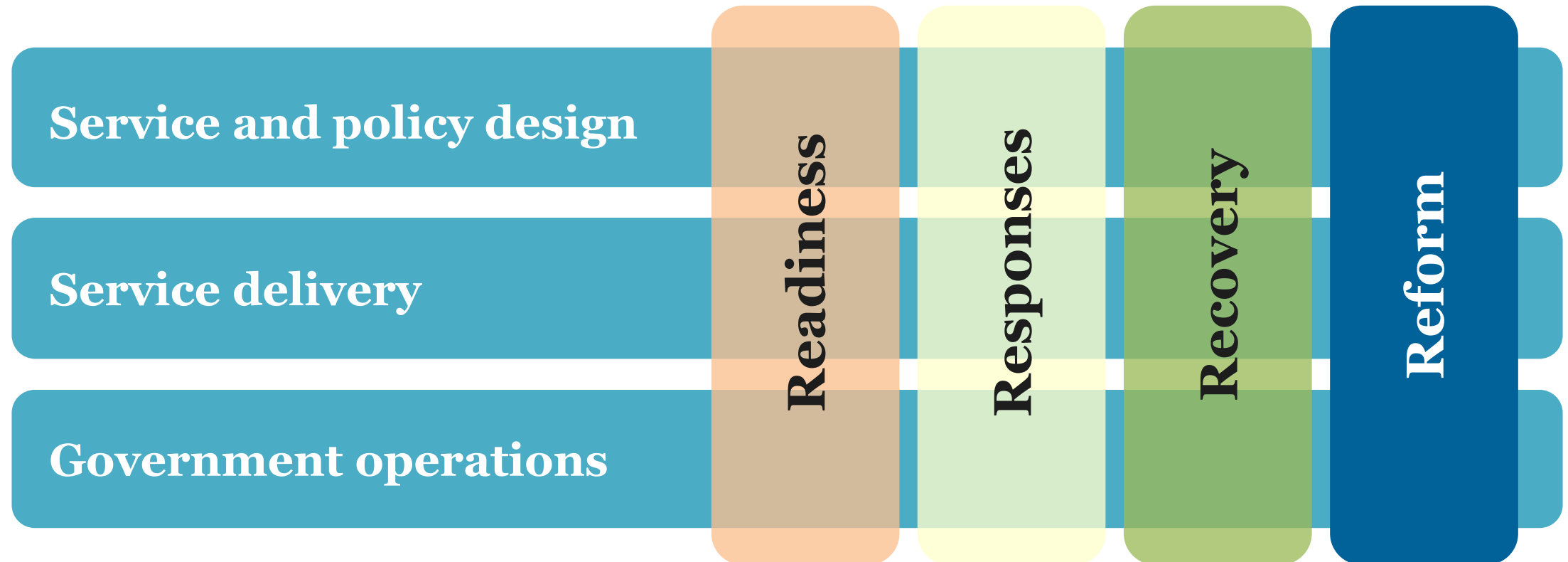
- Progress on *strategies* and *implementation* compared to *policy levers* and *monitoring*

- The DGI will be launched in October 2020, stay tuned!

COVID Response is digital and data-driven



Framing the OECD analysis on the challenges and opportunities of COVID-19 for a Digital Transformation of the Public Sector



Mitigating the crisis through digital and data solutions



Readiness

- Use of existing **service delivery** building blocks (e.g. single government websites, digital identity, interoperability) : *Austria, Denmark, Estonia, UK*
- **Telework** capacity to keep public services operational: *Belgium, Canada, Italy, Korea*
- The crisis has revealed **gaps in digital government and data readiness**: infrastructure, skills, data governance, structure and coordination of public services to take advantage of digital tools.

Responses

- Co-ordination of **public, private** and **civil society partnerships** : *Brazil, Finland, Greece and Spain* on healthcare sector partnerships and agile development of new services.
- **Digital projects** that had been postponed are now **moving fast**: *Morocco, Lithuania*
- **Use of open data to communicate status and progress of the pandemic**: Dashboards and trackers exist in most of countries, both through government-led initiatives (*New Zealand, UK, Chile*), and through engagement with critical stakeholders (Ireland, Germany). Emphasis on health rather than social or economic issues
- **Limited use of OGD for service delivery**, e.g. to identify availability of masks (Korea); facilitating access to home delivery services (France).

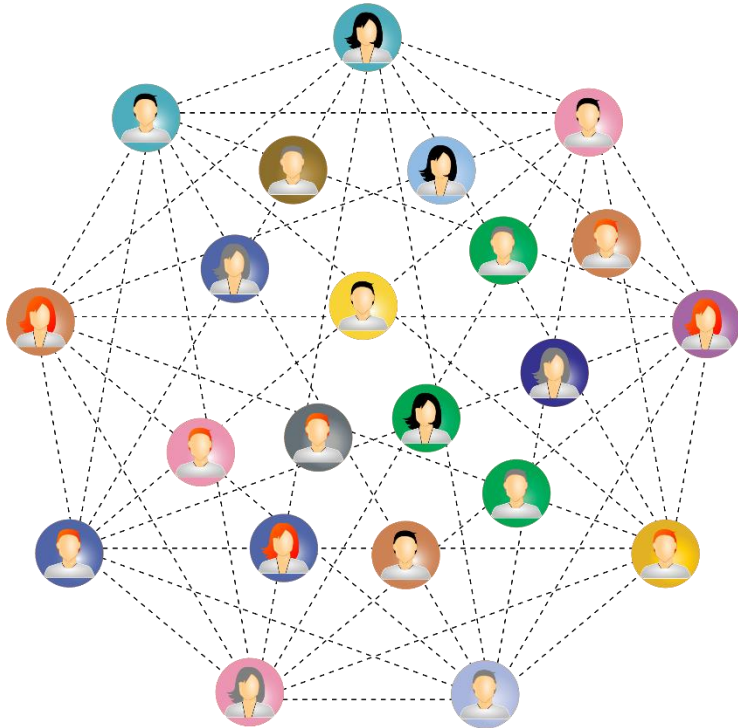
Covid-19 response: need for additional investments in digital readiness and data governance



Recovery

- Reinforce the development of digital government **key enablers** such as digital identity and interoperability for improved agility and resilience
- Support for **critical economic sectors** (e.g. Tourism, Culture). *Portugal* is working on an app to support tourism.
- Re-thinking and iteration of national **digital government** and **data strategies**. The COVID-19 crisis has revealed that Digital Transformation is unavoidable, but the gaps go beyond equipment and connectivity.
- The need for access to and sharing of data will require stronger **data governance**:
 - Identifying data needs for enabling recovery
 - Ensuring timely, consistent and quality data
 - Leadership, coordination and funding
 - Robust data ethics frameworks

Going digital... or being digital?



Reform

- **Data-driven public sector** that is resilient, adaptable, agile
- Co-ordinated and coherent approach towards **digital transformation** for improved readiness for future crises
- **Public governance resilience** as a priority



CPLP – OECD COOPERATION



SYNERGIES UNDERWAY!



OBRIGADO!

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CPLP E-Government Network of Focal Points
29 September 2020